

Notes from PA Monthly Call January 10, 2007

General Comments:

-We have a new National Account Manager; JoAnn Stamper is now assuming those roles from Nancy Alund.

-Reminder to contact GE Customer Service 866-843-1368 option 1 for assistance in removing restrictions, seeing authorizations and declines, name changes, etc. You can also submit an email request to cov.crr@ge.com if it is an item which does not need immediate attention. Emails are responded to within 24 hours (normally much faster) since they are being addressed by our Dedicated CRR's Denis and Sharon.

-Upcoming items in the next few weeks – New 2007 web trainings will be available. Watch for upcoming Bulletins for release dates as well as important due dates.

- CAPP 20355 will be updated in the next few months.

-CAPP 20336 will be split and a new CAPP Topic will be created just for Travel Cards – both Individual Liability and Agency Travel Cards.

-Bills for PCards and Agency Travel Cards are due to GE no later than the 8th of each month. Please remember when entering your batch in that you take into account any weekends and holidays since CARS does not transmit on those days.

-Cycle dates for Calendar Year 2007 are on our Charge Card Administration web pages for the PCard program and the Travel Program.

-Upcoming Dates:

- January SAM Refresher 1/10/07 at 1pm EST
- February SAM Refresher 2/7/07 at 10am EST
- February PA Call 2/14/07 at 10am EST

Open discussion:

Q:PHCC: I am unable to access my account via NetService. It says to Contact GE?

A:. Call Sharon or Dennis and if they cannot assist you, you could always try and re-register.